

Privacy Policy for Clients

Our commitment to your privacy and confidentiality

Hills Community Aid is committed to protecting the privacy and confidentiality of everyone who participates in our programs and activities. Hills Community Aid supports and is bound by the Australian Privacy Principles under the Privacy Act 1988. This Privacy Policy contains information about how we collect and handle personal information. It also contains information on what to do if you have questions, concerns or complaints.

What information do we collect?

We only collect information about our clients, including families and children, that is necessary for our work and helps us to provide the support our clients need. Some examples of information that we may collect and hold are:

- Personal details, like name and date of birth.
- Address and contact details.
- Details about your family situation and children in your care.
- Information on whether you meet eligibility criteria for our programs.
- Information to help us measure your progress.

How do we collect information?

The main way we collect personal information about you is when you give it to us, for example, when you complete an application form or give information to a Hills Community Aid team member. We may also collect information from other sources, for example, your school or other agencies. We will always get your consent to collect your sensitive information, such as information about your health or ethnic origin. If consent is required and the information is about a child under 18 years of age who is not living independently, we will obtain the consent of a parent or guardian. At all times, it is up to you how much information you would like to provide to Hills Community Aid. Please be aware though that if you do not provide the information we request, you may not be able to participate in particular programs or activities or receive assistance tailored to your needs.

How do we use your information?

We use your personal information, which may include sensitive information, to assess your eligibility to participate in our programs and activities and to help us provide you with assistance tailored to your needs. We may also use your information for research, to assess the effectiveness of our programs and to plan for future activities.

How do we store your information?

Hills Community Aid takes the security and confidentiality of your information very seriously. We actively ensure that all personal information we hold is protected from misuse, interference and loss, and from unauthorised access, modification or disclosure. This is done through internal data protection and electronic data transmission procedures, and all communications made online through our websites are secure. Our team members are trained in relation to privacy, and police checks are conducted for anyone who has a sensitive role within Hills Community Aid. Where information is held that is no longer needed, we will take reasonable steps to ensure the information is destroyed or de-identified.

When do we disclose your information to others?

In some cases, we may disclose your personal information to researchers, contractors or others working directly on our behalf who are also bound by privacy laws and confidentiality obligations. In order to provide you with assistance tailored to your needs, unless you tell us otherwise we may also share your information with and seek it from our program partner organisations, your school and education authorities. We will always get your consent to use and disclose your personal information for research (where your information is usually de-identified) or in any publicity or marketing activities. Hills Community Aid will not otherwise disclose your personal information without your consent, unless we are required or authorised under law to do so.

How can you access and correct your information?

We will always endeavour to ensure that the information collected is accurate. You can update or correct the information we have collected or let us know your preferences for how we communicate with you by calling 02 9639 8620 or email enq@hca.org.au.

What to do if you have a query or complaint

If you have a query or complaint about how we manage your personal information or would like to know more, please call us on 02 9639 8620 or email enq@hca.org.au. If you have made a complaint, Hills Community Aid will acknowledge that your complaint has been received, provide you with our contact details and give you an estimate of when we can provide a response to your complaint.